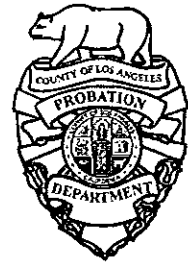




COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

September 24, 2014

TO: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the September progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case Files

During the week of September 1, 2014, Pretrial Services conducted a review of electronic monitoring fees charged to 41 (34%) of the 119 active cases at Sentinel's Branch Offices. Based on our review, only 1 (2%) is paying at a higher rate than the sliding scale. The participant was being charged one dollar more than the approved sliding scale. We will request that Sentinel issue a reimbursement check to this individual and adjust the payments according to the approved fee scale. It should be noted that the new sliding scale was approved September 17, 2014.

Case Documentation

We also conducted a review of participants' equipment functionality, and case documentation. Out of the 41 cases, there were no significant concerns regarding equipment functionality. However, 3 (7%) case files lacked required documentation (i.e., photocopy of picture identification not on file, client's last name was misspelled or case manager unaware of client's appointment schedule). Sentinel has been notified of these issues and is expected to correct them within ten working days.

Participant Compliance Check

During this week, we also completed a random telephone compliance check of 40 (34%) active participants. All 40 (100%) were in compliance with their schedule.

Participant Complaints

From the group of 40 active participants, all 40 (100%) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On September 10, 2014, we conducted a review of all participants listed on Sentinel's Abscond Report for August 6, 2014 to September 2, 2014. The report contained 12 names. Of these, 8 (67%) were appropriately reported by Sentinel, and 4 (33%) were reported but did not meet the abscond reporting protocol time frame. According to the Contract, Sentinel must fax the abscond notice to Probation by 11:00 a.m. the next business day. The late notices were received between 7 minutes to 4 hours later.

Non-Compliance Report

On September 10, 2014, we also conducted a review of all participants listed on Sentinel's Non-Compliance Report for August 6, 2014 to September 2, 2014. The report contained 36 names. Of these, 35 (97%) were in compliance with the reporting requirements and 1 (3%) was 17 hours late on the reporting requirement time frame. The contract requires that Sentinel notify Probation by 5:00 p.m. one business day following the non-compliance incident.

Meeting with Sentinel

On September 17, 2014, we met with Sentinel to discuss the results of our August 2014 review. Sentinel issued a total of 48 refund checks to those participants who were identified as being charged at a higher rate. It is noted that Sentinel is refunding monies where fees were above the scale but is not charging participants where they underpaid according to the scale. The fee discrepancies appear to be related to confusion over two different fee scales as reported in the July review. Probation is currently working to have the more recent fee scale approved for future use. Probation is reviewing a final list of all potentially impacted

participants in order to verify all overcharges have been addressed. That full, final review of fees will be reported in the next review.

We are continuing to work with Sentinel to resolve recurring issues.

Please contact me if you have any questions or need additional information, or your staff may contact Assistant Chief Margarita Perez, at (562) 940-2511.

JEP:MEP:yb

- c: William T Fujioka, Chief Executive Officer
- Sachi A. Hamai, Executive Officer, Board of Supervisors
- Brence Culp, Chief Deputy, Chief Executive Officer
- Richard D. Weiss, Acting County Counsel
- Georgia Mattera, Public Safety, Chief Executive Office
- Justice Deputies